



United States Department of Agriculture

Office of Civil Rights



Farm Service Agency

February 2017

OFFICE OF THE DIRECTOR

EXECUTIVE STAFF

COMPLIANCE & PROGRAM ANALYSIS BRANCH-DC

EQUAL EMPLOYMENT OPPORTUNITY BRANCH (EEOB)

EEO COUNSELING AND MEDIATION BRANCH

PROGRAM COMPLAINTS INQUIRY BRANCH

KC EQUAL EMPLOYMENT OPPORTUNITY & CIVIL RIGHTS STAFF

Office of Civil Rights

The Farm Service Agency (FSA), Office of Civil Rights (OCR) is responsible for providing overall leadership and direction in the development and implementation of civil rights policies, programs and procedures. The scope of FSA/OCR responsibilities extends to FSA Headquarters and Field Operations.

The FSA/OCR Office is committed to providing exemplary customer service in an effort to support the vision of FSA.

EEO Policy Statement

The Farm Service Agency is fully committed to the Federal goal of equal opportunity in employment for all employees and applicants regardless of race, color, national origin, sex, religion, age, disability, sexual orientation, marital or family status, political beliefs, parental status, or protected genetic information.



Brian S. Garner, Sr.

**Director of the Office of Civil Rights
Farm Service Agency**

U.S. Department of Agriculture, Washington, D.C.

Brian S. Garner, Sr. was selected to serve as the Director of the Office of Civil Rights for the Farm Service Agency in March 2013.

In this role, Mr. Garner serves as the principle advisor to the FSA Administrator. He is responsible for providing overall direction in the development and implementation of civil rights policies and programs to FSA Headquarters, Kansas City, State and County offices, and territories relative to EEO and program delivery.

As the Director, Mr. Garner has set forth the following core values for the Office of Civil Rights:

Value the individual:

Strive to create an environment where each employee feels valued and are both challenged and encouraged to succeed up to his or her full potential

Excel in public service:

Be accountable for the outcomes-both positive and negative; both individually and as an organization

Excel in serving customers:

Seek to know our customers and understand their requirements

Work in a cooperative and collaborative manner:

Actively participate to the fullest of our capabilities, with our time, ideas and resources to achieve the team goal



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OFFICE OF THE DIRECTOR

- Reviews Agency's regulations to assure that they are:
 - inclusive and facilitate work force and customer
 - nondiscriminatory in impact on the socially disadvantaged
 - in compliance with environmental justice principles, concepts, and Departmental initiatives
- Evaluates and monitors Agency's performance relative to compliance with civil rights laws, rules and regulations through reviews and studies
- Participates in the development and provision of mediation and conflict management services within FSA
- Conducts statistical analysis of economic trends and impact of farm programs and loan participation on small and limited resource farmers, ranchers and other customers
- Represents the Agency in dealing with internal and external groups and organizations, including educational institutions, state, and local governments and other customers to provide civil rights program information and to secure cooperation in program implementation and execution in accordance with civil rights policies, laws, and regulations
- Maintains liaison with appropriate USDA offices and agencies (i.e., Departmental Office of the Office of the Assistant Secretary for Civil Rights, Office of General Counsel, Office of Human Resources Management, NRCS, Rural Housing, etc.) and external lead agencies (i.e., EEOC, OPM, MSPB, Commission on Civil Rights, Justice, HUD, etc.)

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OFFICE OF THE DIRECTOR

EXECUTIVE STAFF

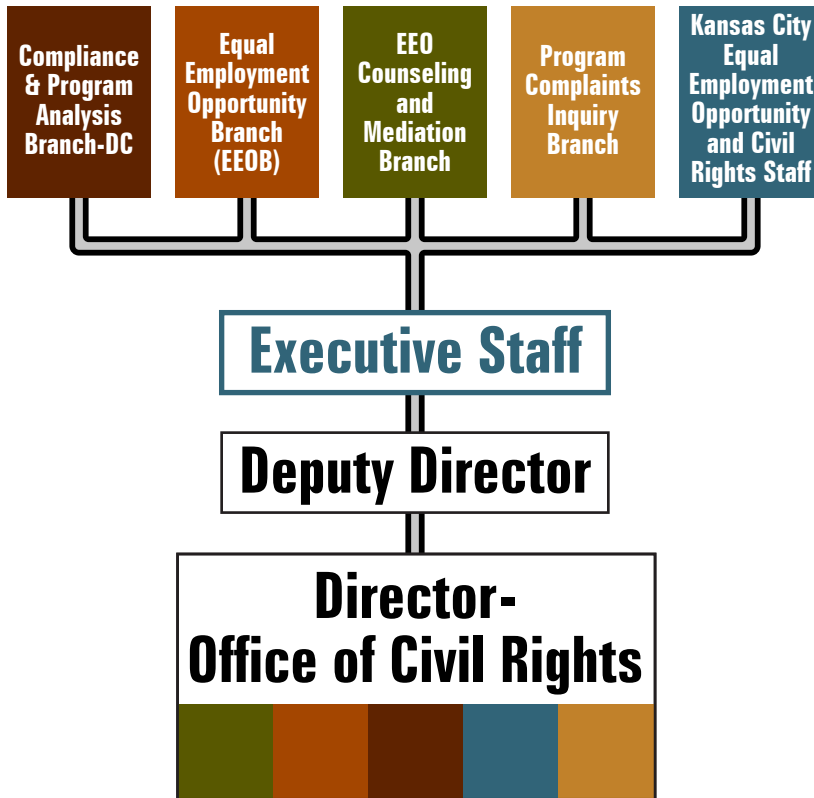
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EXECUTIVE STAFF

(202) 401-7220-Desk

(202) 401-7100-Fax

The FSA OCR Executive Staff provides analytical and administrative support to the Director, Deputy Director, and Branches of FSA OCR. These duties include:

- Serving as the initial administrative contact for stakeholder inquiries
- Performing record and supply management for the office
- Planning, conducting, producing, reviewing, and delivering overarching reports such as the Annual Agency Heads Assessment and the civil rights component of the USDA Secretary's statements before Congress or the President's government-wide assessment of top goals and priorities
- Providing reports covering trends tracking and analysis of the Agency meeting its civil rights obligations
- Leading collaborative efforts among functional-area representatives Agency wide in responding to government-wide efforts such as the White House Initiative on Minority-serving Institutions
- Monitoring, tracking, and projecting annual budgetary needs for the Division
- Providing updated web content to the FSA OCR web page via the FSA Web Advisory Group
- Querying information on Program and Employment complaints for both the Director and State Management Reviews (SMRs)

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Compliance & Program Analysis Branch-DC



Equal
Employment
Opportunity
Branch
(EEOB)

EEO
Counseling
and
Mediation
Branch

Program
Complaints
Inquiry
Branch

Kansas City
Equal
Employment
Opportunity
and Civil
Rights Staff

Executive Staff

Deputy Director

Director-
Office of Civil Rights

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COMPLIANCE & PROGRAM ANALYSIS BRANCH-DC

(202) 401-7187-Desk

The Farm Service Agency, Office of Civil Rights, Compliance & Program Analysis Branch (CPAB) is responsible for the development, implementation and coordination of the Agency's policies and procedures as they relate to program delivery. The branch:

- Ensures compliance regarding nondiscrimination in program delivery
- Provides direction, assistance, and enforcement of Civil Rights laws and regulations in the delivery of all FSA programs
- Serves as a focal point within FSA on activities concerning Civil Rights laws, rules, and Executive Orders including but not limited to Title VI of the Civil Rights Act of 1964
- Prepares Agency Position Statements, monitors agency settlement agreements, participates in the Program Alternate Dispute Resolution process, and provides compliance reports
- Processes, implements, tracks and evaluates Final Agency Decisions issued by the Office of the Assistant Secretary for Civil Rights
- Develops, implements, and maintains systems that collect, track, and evaluate statistical data on the status of FSA program efforts, and participation of under-served groups in the Agency's programs and activities
- Provides liaisons and civil rights related training on the Agency's programs, services, and procedures to external customers and groups

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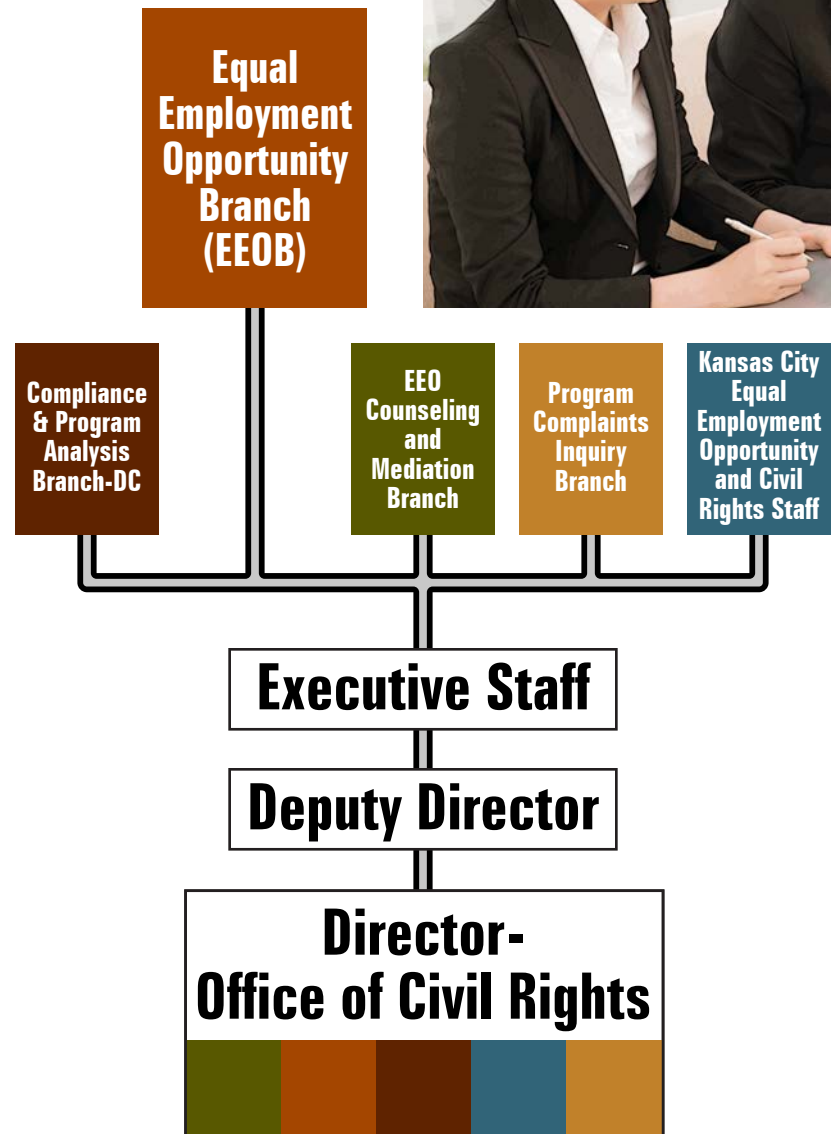
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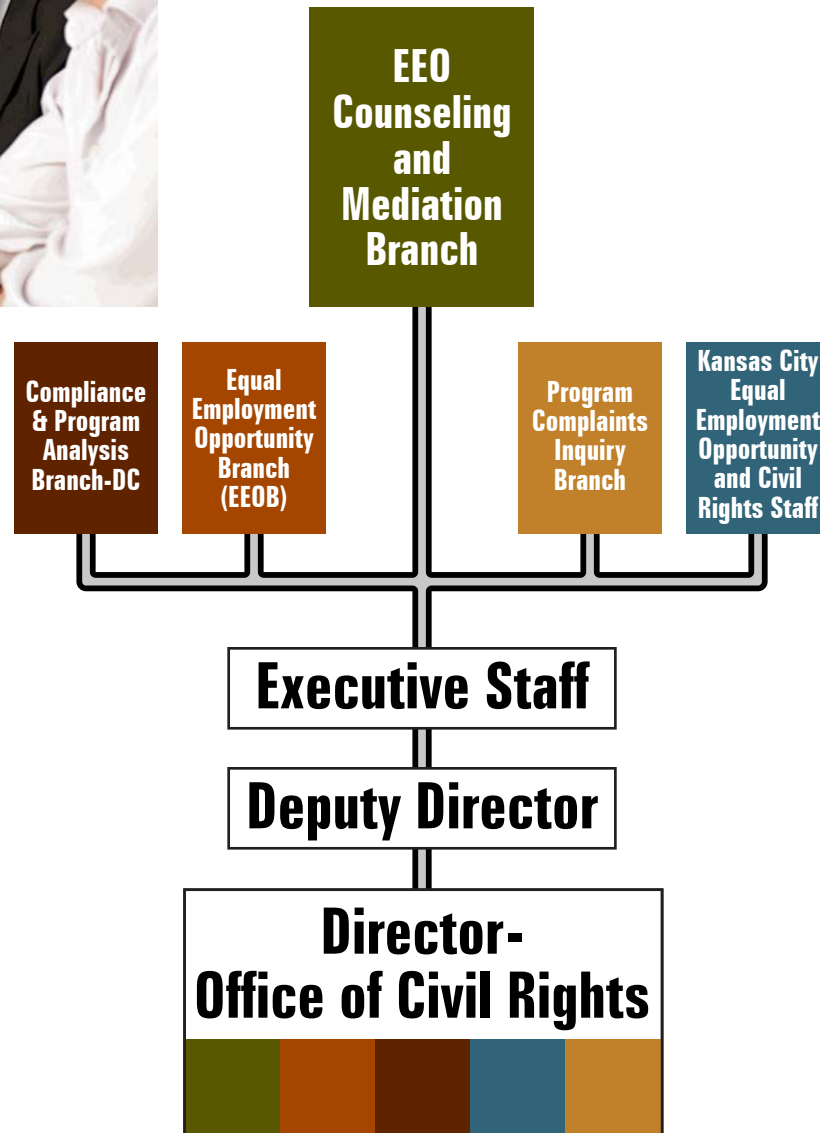
EQUAL EMPLOYMENT OPPORTUNITY BRANCH (EEOB)

(202) 401-7211-Desk

(202) 690-1026-Fax

The Equal Employment Opportunity Branch (EEOB) provides EEO services/support for a broad range of functions and operations. This Branch also:

- Provides facilitators to conduct Human Relation Seminars. Managers, Supervisors, and Employees are encouraged to select the Desired Learning Objectives (DLO) for the seminars.
- Monitors, advises, and collects data related to all stages of Formal EEO Complaints
- Monitors, advises, collects data, and encourages the use of Alternative Dispute Resolution (ADR) for Formal EEO Complaint claims/issues/matters
- Monitors, advises, collects data, and prepares reports to include: Annual EEOC 462 Report, No Fear Act Report, MD-715 Report, and others
- Provides examples of how to use Creative Thinking to improve work environments, defuse challenges caused by negative energy, and “Win – Win” situations/solutions
- Monitors, advises, collects data, and encourages efforts to increase levels of social awareness and social acceptance as related to Special Emphasis Programs as well as Annual Special Emphasis/Ethnics Observances
- Provides EEO Observer support, conducts Civil Rights Exit Interviews, assists in development of Agency EEO policy statements, assists in development of AgLearn Civil Rights Training, and sponsors, supports, and promotes activities under Affirmative Employment Programs, and Diversity Awareness.



EEO COUNSELING AND MEDIATION BRANCH

(202) 401-7177-Desk

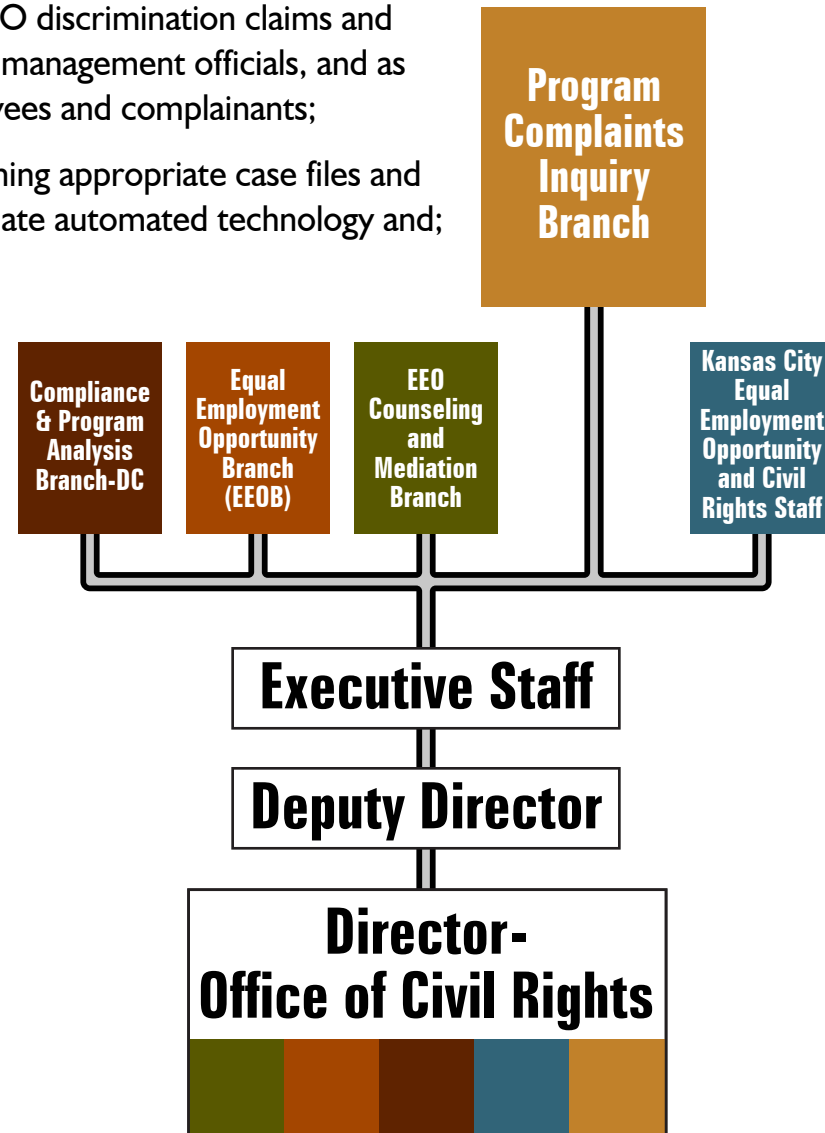
(202) 401-7103-Fax

The Equal Employment Opportunity (EEO) Counseling and Mediation Branch (CMB) offers EEO Counseling and Alternative Dispute Resolution (ADR) for all agency employees, former employees and applicants for employment. The CMB staff is comprised of Washington, DC Headquarters and Field Office EEO Specialists. In administering the Equal Employment Opportunity Program, the CMB is responsible for:

- Implementing the Equal Employment Opportunity Commission's (EEOC) Statutes, Laws and Departmental Regulations, Policies in the processing of claims of employment discrimination at the pre-complaint stage (also referred to as the "Informal EEO complaint process");
- Providing guidance and expertise to employees and Agency officials in the EEO pre-complaint process and technical assistance to management officials on effective techniques in the prevention and resolution of claims of employment discrimination complaints;
- Providing technical assistance to management officials relative to their performance standard in ensuring their compliance with Equal Employment Opportunity laws, statutes, rules and regulations;
- Developing handbooks and training modules for employees and managers on the EEO Counseling processes, procedures, resolution, settlement agreements, mediation, alternative dispute resolution, individual rights, responsibilities and expectations;
- Developing notices regarding EEO Complaint contacts and ensuring their proper posting;

EEO COUNSELING AND MEDIATION BRANCH continued

- Overseeing and monitoring the FSA's EEO Counseling Program, including the tracking of EEO contacts and their closure;
- Analyzing trends in EEO discrimination claims and providing feedback to management officials, and as appropriate to employees and complainants;
- Preparing and maintaining appropriate case files and reports using appropriate automated technology and;
- Providing conciliation services for managers and employees in order to facilitate expeditious resolution of potential EEO Complainants.

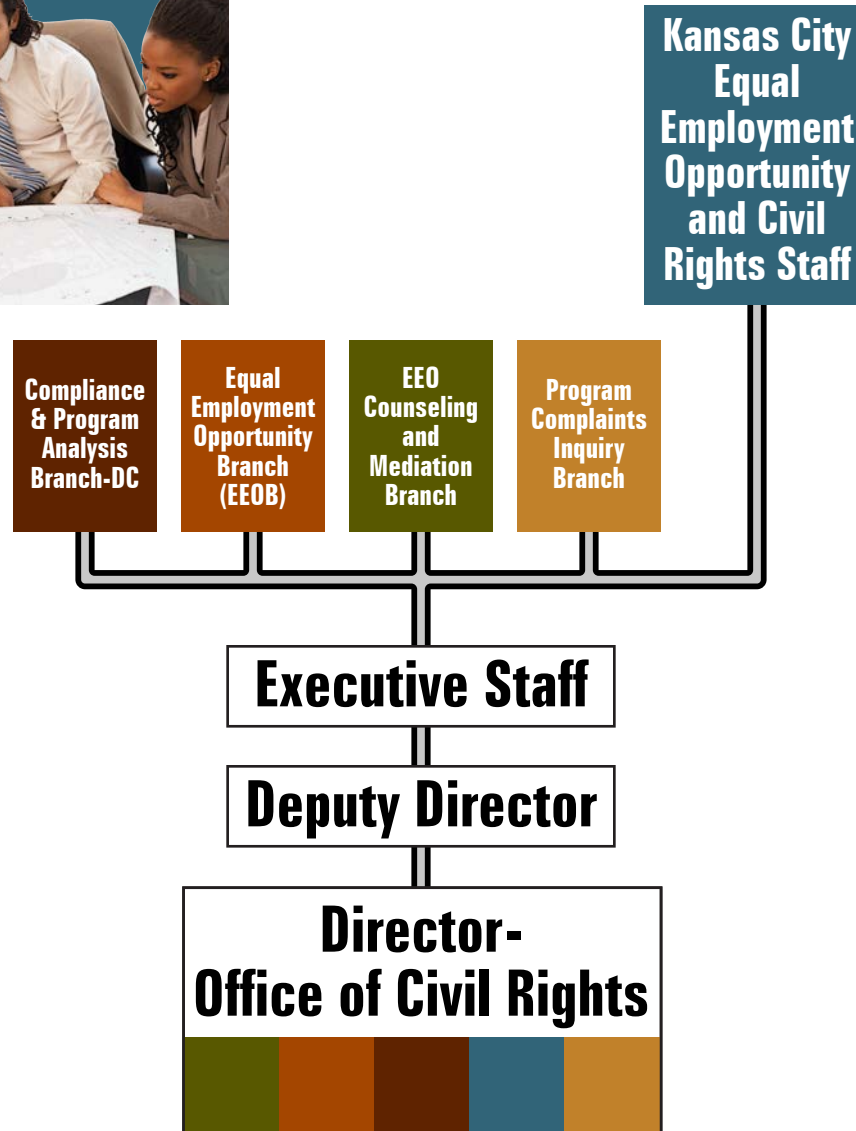


PROGRAM COMPLAINTS INQUIRY BRANCH

(334) 279-3601-Office (855) 294-8213-Fax

The Program Complaints Inquiry Branch is located in Montgomery, Alabama and is responsible for providing overall leadership and direction in the implementation of civil rights policies, Title VI of the Civil Rights Act of 1964, Federally Conducted Program Compliance Reviews, and Hotline Complaints. This Branch also:

- Performs inquiries throughout the Farm Service Agency (FSA) on individual program complaints of discrimination
- Maintains databases, based on inquiries into program complaints, in order to provide analyses of trends or patterns in program delivery which may cause acts of, or contribute to perceptions of discrimination
- Coordinates and conducts onsite and electronic Agency program management evaluations reviews to:
 - (1) assure compliance with provisions of the nondiscrimination rules and applicable policies, laws, and regulations;
 - (2) monitor the administration of and nondiscriminatory access to and participation in FSA agricultural, commodity, conservation and farm loan programs; and
 - (3) assure compliance with the Agency's Strategic Plan
- Maintains an active library of the Agency's program and civil rights regulations, procedures, and notices in order to acquire and maintain current program knowledge necessary to perform quality inquiries into program complaints of discrimination and conduct quality Agency program compliance reviews
- Provides findings and analyses for Human Resources Division and the Employee/Labor Relations and Benefit Branch on program cases where there was a determination of liability against the United States Department of Agriculture/FSA



KANSAS CITY EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS STAFF

(816) 926-6755-Office

The KC/EEO/CR Staff reports directly to the FSA OCR Director and directly service seven Directors in the Kansas City Field office in Missouri. The KC/EEO/CR staff is multifunctional and operates with dual roles by performing both national and field level EEO and Civil Rights functions.

At the Field level, this staff provides:

- Full Title service and support as required by EEOC. Regular appraisals of management/ personnel policies, procedures, and practices are conducted to assess equal opportunity for all employees and applicants and subsequent analytical reports are developed on effectiveness and accountability.
- Administration of EEO facilitation, MD-715 affirmative reporting, diversity initiatives, and Special Emphasis Programs (SEP) for field offices.
- Involvement in planning, training, and implementation of activities to ensure compliance with Title VII EEO/CR laws, rules, and regulations.
- Overall direction, coordination, evaluation, and assistance in the development and implementation of Civil Rights Titles VII programs for field and state offices. Field and state office are inclusive of the KC/FSA Complex, St. Louis/FSA Complex, Aerial Photography Field Office, and state Offices.

KANSAS CITY EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS STAFF *continued*

- Agency-wide Civil Rights Impact Analysis (CRIA) to preclude the issuance of policies and decisions on actions and reorganizations that may adversely and/or disproportionately impact employees in the various EEO groups.
- Leadership support for Special Emphasis Program activities within the KC and St. Louis FSA Complexes. Coordinates selections of committee member in addition to training and providing oversight for the activities of collateral duty SEP Coordinators and Committees.
- Leadership and support in conducting Title VII compliance reviews and develops data, statistic, analyses, and reports for preliminary reviews prior to the required site visits.
- Training that promotes employee and management awareness, understanding, and support of EEOC, OPM, Departmental, and FSA Civil Rights policies, regulations, and directives regarding EEO, affirmative action(MD-715), diversity, and conflict management. Provides technical support and training on identifying potential EEO barriers and remedies.
- Data collection, monitoring, and reporting for all FSA Federal Field and State Offices (87% of Agency's Federal Workforce). Collects, evaluates, and analyzes statistical data on the status of the FSA workforce and makes this information available to Civil Rights and Human Resources Division (HRD) staffs and all Deputy Administrators for planning purposes. Analyses are conducted for the administration of MD-715 Affirmative Employment Reports.

Also, participates in the development of long-range plans of action to achieve Agency-wide civil rights goals and objective and their integration into the FSA Strategic Plan Diversity Roadmap and assists the Human Resource Office and all outreach and recruitment for diversity.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights,
1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.